

Notice of References Cited	Application/Control No. 10/697,468	Applicant(s)/Patent Under Reexamination KASHI, RAMANUJAN	
	Examiner James J. Debrow	Art Unit 2176	Page 1 of 1

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-6,938,067 B2	08-2005	Hershenson, Matthew J.	709/202
*	B	US-5,966,652	10-1999	Coad et al.	455/412.1
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	M	US-			

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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Zhang et al, "Talking to Customer on the Web: A Comparison of Three Voice Alternatives", ACM, 1998, pp-109-117
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.